

# Quality Federation

U.S. Army Tank-automotive  
and Armaments Command

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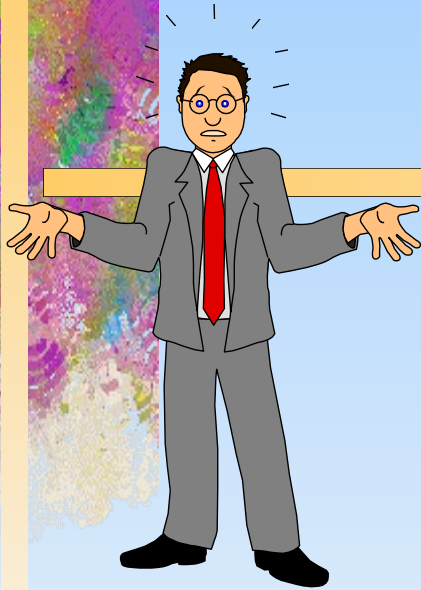
# Outline

- **WHY A FEDERATION?**
- **FEDERATION VISION**
- **PURPOSE**
- **VALUE TO TACOM**
- **QUALITY UMBRELLA**
- **HOW DO WE MANAGE**
  - **Shared Resources**
  - **Career Advocate**
  - **Sub Teams**
- **BUSINESS PLAN**
  - **WEB Site Development/Marketing**
  - **Communication Tools**
  - **Newsletter**
- **IT WORKS**
- **BENEFITS**

**Why a Federation??**



# ***Why Do We Need to Form a Federation?***



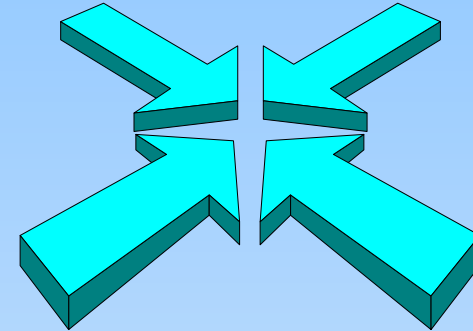
- ☐ To Reduce Costs
- ☐ To Develop Uniform Policies & Procedures
- ☐ Retain Core Competencies
- ☐ Develop Career Training for Associates
- ☐ Promote Seamless Quality Environment
- ☐ Business Process Changes
- ☐ Downsizing/Human & Financial Impacts
- ☐ Retain Quality Source for TACOM
- ☐ Stronger Customer Support

# TACOM Quality Federation VISION



- A CORPORATE QUALITY ENGINEERING AND ASSURANCE STRUCTURE RESPONSIBLE FOR THE TACOM QUALTY PROGRAM AND POLICY AS WELL AS THE DEVELOPMENT AND MAINTENANCE OF OUR ASSOCIATES' SKILL BASE THAT WILL FORM THE FOUNDATION OF AN INTEGRATED BUSINESS ENVIRONMENT, LEADING TO THE ENHANCEMENT OF QUALITY ENGINEERING AND ASSURANCE CORE COMPETENCIES AND BUSINESS PROCESSES FOR ALL MEMBERS.

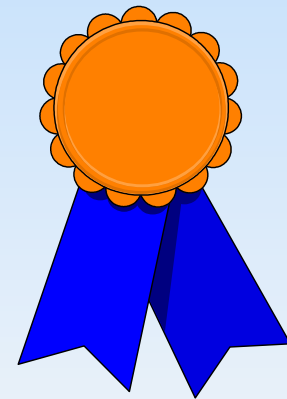
# FEDERATION PURPOSE



- **ESTABLISH A TACOM QUALITY FEDERATION TO FOCUS ON DEVELOPING UNIFORM POLICY FOR COMMON PROCESSES, WHICH ARE ALIGNED WITH TACOM'S VISION AND STRATEGIC INTENT. THE FEDERATION WILL PROMOTE AN ENVIRONMENT WHERE EACH MEMBER CAN LEVERAGE THE EXPERTISE, TECHNOLOGIES AND RESOURCES OF THE ENTIRE TACOM IN SUPPORT OF THEIR QUALITY ENGINEERING AND ASSURANCE MISSION**

# FEDERATION VALUE

- Forms the Foundation for “Complete Synergistic” response to Taskers
- One Face To Government/Industry on Quality Actions
- Shared Base of Knowledge and Experience
- Career Advocate-Maintain Core Competencies for Quality Professionals
- Increased Strength
- Common Business Processes



# VALUE CONT'D

- Improved Coverage of Life Cycle QA Tasks
- Quality Integrated More Easily at TACOM Sites
- Leverage Best Practices
- Quality Help Line for QA Concerns/Problems
- Creates QA Awareness/Value to Internal and External Customers
- Strong Base of TACOM Quality Experts



# FEDERATION UMBRELLA

- Supplier Management
  - CP2
  - QSL
  - Quality Partnerships
  - Past Performance Database
  - ISO 9000







# $(CP)^2$ is Value-Added

## Customer Benefits

- Reduced Acquisition Costs
- Improved Schedule Perf.
- Improved Technical Perf.
- Increased Confidence
- Oversight to Insight
- Acquisition Risk Mitigation
- Eases Problem Resolution

**World-Class Quality**

## Supplier Benefits

- Reduced Costs of Quality
- Continuous Improvement
- Improved Business Practices
- Free 2nd Party Assessment
- Army/Customer Recognition
- DCMC Qualification
- Morale Builder

**Government And Industry Partnership**

# TACOM QUALIFIED SUPPLIERS LIST

- QSL Qualification is Not Linked to a Specific Contract
- QSL Qualification Criteria are Not Linked to Product Specifications
- Being on the QSL is a Prerequisite for Getting Certain TACOM Contracts
- QSLs Support Acquisition Reform

# Comparing (CP)<sup>2</sup> and QSL

(CP) <sup>2</sup>	QSL
Pre-qualification Three Year Certification Certification Assessments Continuous Improvement Metrics after Certification <b>ISO 9000 Plus World-Class Practices</b>	Pre-qualification Three Year Qualification Site Surveys (Maybe) Surveillance Audits after Qualification (Maybe) <b>ISO 9000 Tailored  Commercial Practices</b>

**Keeps Superior  
Suppliers**

**Removes Weak  
Suppliers**

# Quality Partnerships

- Gov't & Industry Teams formed to Strengthen Supplier - Customer Relations and promote Continuous Quality Improvement
- Participating Suppliers:
  - United Defense
  - Primex Technologies
  - Alliant Techsystems
  - American Ordnance

# PPIMS

- Past Performance Information Management Systems (PPIMS)

- Army's Central Repository for PPI
- On Line, Real Time Capability to Prepare Contractor Performance Report (CPRs) and Access CPRs in PPIMS
- PPIMS Data Considered "Source Selection Sensitive" - PPIMS Access Restricted on a "Need to Know" Basis

- PPIMS Administrator Responsibilities

- Approve/Reject Requests for Access to PPIMS
- Review CPRs For Completeness and Appropriate Concurrences Prior to Entry to PPIMS
- Input All CPRs into PPIMS
- Provide SSEBS, Upon Request, Copies of CPRs Required to Support Source Selection
- Track Requirements for, and Completion of, CPRs
- Track Coordination of PM Prepared CPRs with PCO

# ADDITIONAL FEDERATION ELEMENTS

- CONFIGURATION AND DATA MANGEMENT
- DLA QUALITY INETERFACE
- INTEGRATED DATA ENVIRONMENT
  - AUTOMATION INITIATIVES
- DEPOT QUALITY ENGINEERING AND ASSURANCE INTERFACE
- SINGLE PROCESS INITIATIVE
- STANDARDIZATION
- BUSINESS PROCESS RE-ENGINEERING
- MAINTAINABILITY



# ADDITIONAL FEDERATION ELEMENTS CONT'D

- RELIABILITY
- TEST READINESS REVIEW
- ENVIRONMENTAL MANAGEMENT SYSTEMS
- QUALITY MANAGEMENT SYSTEMS





*HOW DO WE GET THERE FROM  
HERE?*

***WE MANAGE BY***

# Shared Resources



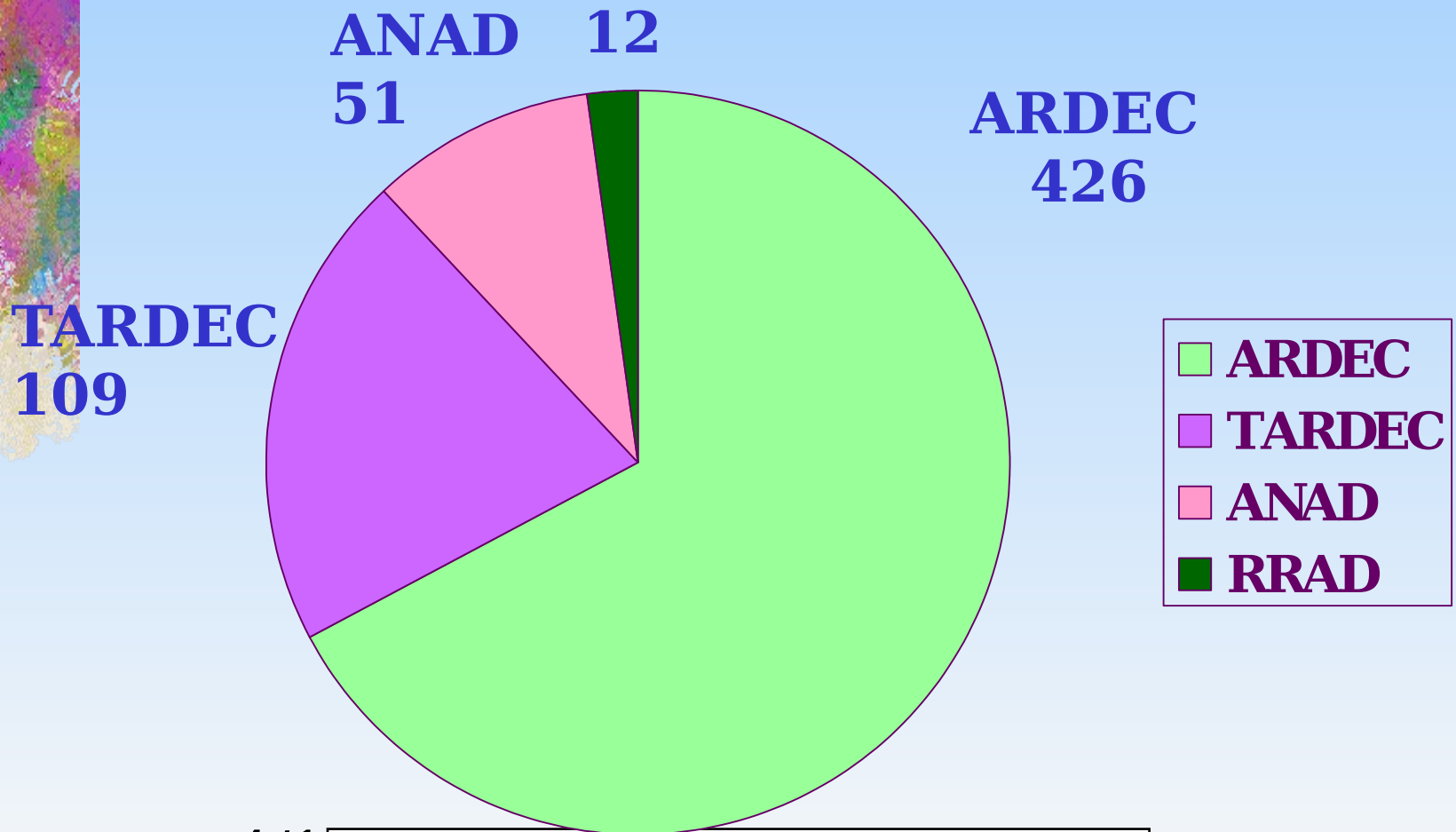
- How:
  - Common Processes
  - Scheduling
  - Workloading
  - Budgeting
  - Bidding for external work with shared resources

# Shared Resources

- Create “Quality Federation Membership” database of resources
  - Auditors
  - Product Quality Managers
  - Product Assurance Engineers
  - Program/Product specific expertise
  - Process specific expertise
  - Facilities/Equipment

# Quality Federation Membership

Quality Associates by Organization



# Single Quality Career Advocate

- Manage Career paths for Quality professionals
- Creates awareness of the TACOM Quality capability to all internal and external customers.
- Establish the TACOM Core Competencies for Quality professionals.

# “Quality” Career Management

- All Quality Functional Personnel:
  - Formal Training
  - Develop Common Training Path
  - Cross-Organizational Training opportunities
  - “New Blood”
  - Certification Industry/Government Organizations
  - Exchange Program
  - Develop Database of Experts
  - Develop Quality Directory



# DEVELOP FEDERATION SUBTEAMS

- FOR ALL ELEMENTS UNDER CHARTER
- REPRESENTATION FROM EACH SITE
- VIRTUAL TEAMING
  - VTC
  - CHAT ROOM
  - WEB SITE LINKAGE





# Contractor Performance Certification Program (CP2)

- Quality Team
  - TACOM-ARDEC
  - TACOM-TARDEC
  - TACOM-RRAD
  - TACOM-ANAD
- CP2 - Certification of Industry Base
- CP2 - Certification of Internal Organizations
- Auditing Resources

# Configuration Management

- Quality Team
  - TACOM-RRAD
  - TACOM-TARDEC
  - TACOM-ARDEC
  - TACOM-ANAD
- JEDMICS Issues
- ECALS
- Engineering Data Synchronization

EXAMPLE

# BUSINESS PLAN

- Communication is the Key
  - WEB Site  
<http://qa.pica.army.mil/qaw/QAW-P/TQF.htm>
  - Federation Newsletter  
[http://qa.pica.army.mil/qaw/QAW\\_P/newsletter.htm](http://qa.pica.army.mil/qaw/QAW_P/newsletter.htm)
  - Common Briefings Up and Down the Chain
- Business Plan
  - Involve Customers/Market To:
    - Industry
    - Government
    - Associations

Develop TACOM  
Policy

TACOM Quality Federation - Microsoft Internet Explorer

File Edit View Go Favorites Help


Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit



Address [http://qa.pica.army.mil/qaw/QAW\\_P/TQF.htm](http://qa.pica.army.mil/qaw/QAW_P/TQF.htm)

# QEST Quality Evaluation & Safety Team AMSTA-AR-QAW

Quality Engineering Policy Group   Product Quality Assurance Development   System Safety Group   Standardization Group   Product Quality Assurance Readiness   Administration Service Group   Radiation Protection Group

☐ Presentation  
☐ Newsletter  
☐ Charter  
☐ Meeting  
☐ Members  
☐ Sub Teams  
☐ Trainings



**Paul Chiodo**  
Chairman,  
TACOM Quality Federation

	James Barling, Chief Product Assurance Office RRAD
	James Kovanda, Director Engineering Business Group TARDEC
	Robert Brooks Production Control Officer

Quality Engineering Directorate

Internet zone





# FEDERATION IS THE QUALITY SOURCE

#1

- The TACOM Focal Point for Quality
- Harmonized Organization
- Integrated/Seamless Business Processes
- Prodigious operational organization
- World-renowned authorities in the Quality Field
- Recognized and Published expertise in : system safety, quality assurance, quality control, testing, software quality, reliability, predictive technology, failure analysis, NDT, quality auditing, environmental and much more.

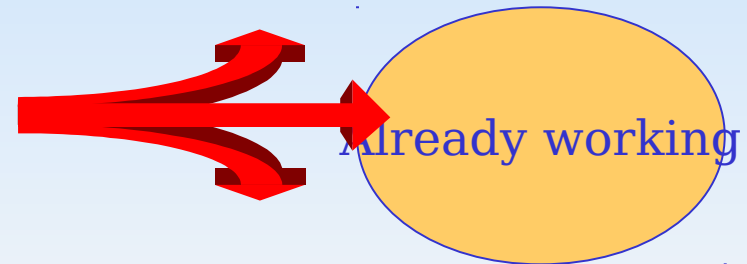
# It Works - Precedent

- TACOM-UDLP Partnership
  - common face to industry
  - combined action involving TARDEC/ARDEC
  - learned from each other (QAPs on dwgs)
  - shared workload (standard clauses)
- GSI/QSL
  - joint TACOM actions
  - common goals and objectives



# It Works

- TACOM is Part of: ISO 14000/Environmental
- Two Year Pilot Program
  - Tri-Services Participation
  - Cost & Benefit Analysis
  - All Organizations/Installations are encouraged to participate (AdHoc Work Group Level)
- CP2 leveraging to implementing ISO 14000
  - Tobyhanna and Letterkenny AD - Model
  - Radford AAP - DemVal Model
- **Leveraging Methodology Transfer**
  - **Anniston AD**
  - Iowa and Lake City AAPs



# Federation Membership Benefits

- Quality Leaders At All TACOM Sites
- One Face to Industry/Government Counterparts
- Educated and Informed Work Force
- Leads To:
  - Greater Customer Satisfaction
  - Larger Customer Base
  - Improved Products and Processes Throughout TACOM
- Establishes TACOM as a Single Quality Source

“No One Alone is as Successful As All of Us Together”

